



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending September 30, 2008

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.10	4.20	4.50	4.60
B. Operator Answer Time - Information [730.510(a)(1)]	5.15	4.82	4.77	4.91
C. Repair Office Answer Time [730.510(b)(1)]	5.00	6.00	5.00	5.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	13.00	17.00	18.00	16.00
E. Percent of Service Installations [730.540(a)]	98.50%	99.80%	99.60%	99.30%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.76%	94.70% *	88.84% *	93.76% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.34	2.31	2.68	2.44
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	12.20%	12.00%	11.40%
I. Percent of Installation Trouble Reports [730.545(f)]	23.00% *	18.00%	16.00%	19.00%
J. Missed Repair Appointments [730.545(h)]	1	4	1	2
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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